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NC Medicaid Expansion

NC Medicaid Expansion will launch on Dec. 1, 2023. Beginning Dec. 1, 2023, adults ages 19 to 64 years old who earn up to 138% of the federal poverty line with higher incomes (\$20,000 per year for one person or \$34,000 per year for a family of three) will be eligible to enroll even if they have not been eligible previously.

NC Medicaid pays for doctor visits, yearly check-ups, emergency care, mental health and more – at little or no cost.

Read more about this upcoming change on our website [here](#).

[Click here](#) to access the N.C. Department of Health and Human Services (NCDHHS) flyer for more information.

LME/MCO Consolidation Announcement

On Nov. 1, 2023, [Secretary Kody Kinsley released his plan](#) for consolidating the current six Local Management Entities/Managed Care Organizations (LME/MCOs) to four. The budget included language that requires a reduction of the number of LME/MCOs to four or five that have a minimum population of 1.5 million and requires the Tailored Plans to launch no later than July 1, 2024, with a four-year contract.

Secretary Kinsley announced the following transitions:

- Davidson County will be realigned to Partners Health Management.
- Harnett County will be realigned to Alliance Health.
- Rockingham County will be realigned to Vaya Health.

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- Sandhills Center will be dissolved, and Eastpointe will be the surviving entity. All but the three Sandhills counties listed above will be realigned to Eastpointe.
- Eastpointe shall consolidate with Trillium Health Resources. A consolidation agreement should be crafted by the parties and presented to the N.C. Department of Health and Human Services (NCDHHS) for consultation and approval no later than 30 days from the date of this directive.

Thanksgiving Office Closures

Partners will close its offices on Thursday, Nov. 23, and Friday, Nov. 24, 2023, in observance of the Thanksgiving Holiday.

Our Behavioral Health Crisis Line remains available at 833-353-2093 to support members anytime day or night 365 days a year.

Update: Innovations 1915(c) and Appendix K Flexibilities

To avoid a disruption in care and support consumers and their families, NC Medicaid is extending Appendix K temporary flexibilities until Feb. 29, 2024, while the Centers for Medicare & Medicaid Services (CMS) reviews the Innovations and Traumatic Brain Injury Waiver amendments. For updates and more information, visit the [NCDHHS website](#).

Appendix K flexibilities were implemented during the Public Health Emergency and were scheduled to end effective Nov. 11, 2023. CMS is allowing states to continue Appendix K flexibilities beyond Nov. 11, 2023, if the state submits a 1915(c) waiver amendment making some or all the Appendix K flexibilities permanent.

Once the amended 1915(c) Innovations Waiver becomes effective, only the [flexibilities](#) that are permanently added to the 1915(c) Innovations Waiver will continue. NC Medicaid recognizes the need for time to transition from the various flexibilities ending and is requesting CMS to make North Carolina's 1915(c) Innovations Waiver amendment effective March 1, 2024. NC Medicaid will communicate formal approval of this extension request as soon as it is available from CMS.

NC Medicaid submitted a 1915(c) Innovations Waiver amendment to (CMS) to make the following Appendix K flexibilities permanent:

Add	Home Delivered meals (up to seven meals per week/one per day).
Amend	Remove the requirement for the beneficiary to attend Day Supports provider once per week.

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Add	Allow real time two-way interactive audio and video telehealth for Community Living Support; Day Support, Supported Employment; Supported Living and Community Network to be delivered via telehealth must follow the requirements and guidance in Clinical Coverage Policy 1-H .
Amend	Community Navigator to note that individuals may not receive this support unless they are self-directing one or more of their services through the Agency with Choice or Employer of Record Model.
Add	Allow Waiver Individuals to receive services in alternative locations.
Amend	Increase the Innovations Waiver Cap from \$135,000 to \$157,000 per waiver year.
Amend	Allow parents of minor children receiving Community Living and Support to provide this service to their child who has been indicated as having extraordinary support needs up to 40 hours/week.
Amend	Allow Supported Living to be provided by relatives.
Amend	Allow Relatives as Providers for Adult Waiver individuals to provide above 56 hours/week, not exceeding 84 hours/week of Community Living and Supports.

IRIS Updates

The North Carolina Division of Mental Health, Developmental Disabilities and Substance Use Services (DMH/DD/SUS) is currently reviewing several issues to update the Incident Report Improvement System (IRIS) manual. Reporting requirements are being reviewed to ensure clarity and standardization. For more information, click [here](#).

New Current Service Needs Webpage

To promote opportunities available for current and new providers to help support and fill network adequacy standards, Partners has created a new [Current Service Needs webpage](#) on the Provider Knowledge Base to demonstrate current service needs. Services needed to support network adequacy will be displayed on this page with a brief synopsis of the service and resources to learn more about providing that service. Services posted will include the location where each service is needed as well as the benefit plan for the service. For questions, please email providers@partnersbhm.org.

Claims Information

Providers are reminded to contact the Claims Department at claimsdepartment@partnersbhm.org for all claims related questions. To avoid delays in receiving a response, please do not contact individual claims staff directly.

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[Alpha+ Portal University](#) is an available resource and guide for navigating Alpha+. If you need additional claims training, email claimsdepartment@partnersbhm.org to schedule a time for training.

Explanation of Benefits requests for Coordination of Benefits Claims

As a reminder, Partners does request copies of the Explanation of Benefits for claims submitted indicating *Coordination of Benefits*. The request will originate via email from Partners Claims staff. Once requested, please submit the information via secured email prior to the date indicated in the emailed request. If a response is not received, the original claim payment will be recouped.

Reminder: Taxonomy Code 193200000X and 193400000X – Taxonomy Code 193200000X and 193400000X should not be submitted on claims as the rendering taxonomy code. All claims submitted with this taxonomy code as the rendering code will be reverted.

Reminder: Please remember to include all diagnosis codes on claims. This allows Partners to measure member health, identify areas of risk and evaluate the quality of care.

October 2023: Medicaid—Number of Days to Process and Pay All Claims

Received Date to Paid Date:

9

Top Five Medicaid Claim Denials—October 2023

Claim Denial	Provider Recommended Action Steps
Service is not authorized.	Verify Service Authorization for consumer. Contact Utilization Management.
Duplicate Claim.	Claim has previously been submitted and adjudicated. Do not refile.
Claim received after billing period.	Write off charges as non-billable. Do not rebill.
Missing/incomplete/invalid diagnosis or condition.	Rebill the claim with a valid corresponding diagnosis code.
MR claim has service line where a BP cannot be determined.	Please review contract to make sure all procedure codes denials are included in your contract.

Member/Recipient Eligibility and Enrollment

Providers are encouraged to contact the Eligibility and Enrollment Department at eligibilityenrollment@partnersbhm.org for eligibility and enrollment related questions.

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To request an enrollment, providers should go to [Alpha+ Home Page>Enrollments](#). University is an available resource for providers as a basic guide for navigating enrollments. For more information, go to [University>Provider Portal Handbook>Enrollments](#).

If additional enrollment training is needed, email eligibilityenrollment@partnersbhm.org to schedule one-on-one training. Note that providers will need Microsoft Teams screen sharing capabilities for more provider specific and in-depth training.

State News and Updates

NCDHHS Resources:

- **Joint Communication Bulletins**, which are issued by the N.C. Department of Health and Human Services, can be found [here](#).
- **Medicaid Bulletins**: All bulletin articles are available [here](#). Providers are encouraged to frequently review this information.
- **Medicaid Pharmacy Newsletters** are available [here](#).
- **NCTracks**: Providers are encouraged to review NCTracks communications. To subscribe to NCTracks communications, [click here](#).

Training Resource and Collaborative (TRAC)

TRAC offers a centralized cross-functional selection of required training, collaboratives and events. [Click here](#) to view what is coming up in the next few months.

Tailored Plan On-Demand Provider Trainings

The N.C. Department of Health and Human Services (NCDHHS) requires the listed trainings be available for providers. This applies to Tailored Plan, Medicaid Direct and State-funded providers. Registering is easy. You will be prompted to enter simple registration information. The on-demand training will then be available immediately or when your schedule allows. **Note:** Training Reciprocity Among Tailored Plans. NCDHHS is allowing the six LME/MCOs reciprocity for some Tailored Plan-required trainings.

CLAS Standards

On-Demand ([Register](#))

The Office of Minority Health has established culturally and linguistically appropriate services (CLAS) Standards to address health equity, promote cultural competence, and to improve health outcomes. This training will review the fifteen CLAS standards and identify resources and training materials available to providers at no cost on the website, thinkculturalhealth.hhs.gov. CEs are not available for this training.

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Due Process

On-Demand ([Register](#))

This on-demand webinar covers the following (but not limited to) four dispute types: Medicaid appeals, non-Medicaid appeals, Provider disputes, and Grievances. CEs are not available for this training.

EPSDT

On-Demand ([Register](#))

In the EPSDT training, you will learn: What is EPSDT; Partners EPSDT requirements; Periodicity Schedule; Diagnostic and Treatment Components; Medical Necessity Review; Service Coordination (Vaccines for Children, Into the Mouths of Babies, and Developmental Delay and Referral to NC Infant-Toddler Program); and EPSDT components, diagnosis codes, modifiers, referrals, tracking, follow-up and outreach. CEs are not available for this training.

Fraud, Waste and Abuse

On-Demand ([Register](#))

This webinar covers (but is not limited to) the following: Regulatory Compliance Program, Types of Health Care Industry Oversight, Partners Program Integrity Department, Program Integrity Department Function Highlights, What are Fraud, Waste and Abuse (FWA), Potential Areas or examples of FWA and the Impact of FWA on health care. CEs are not available for this training.

Into the Mouths of Babies (IMB)

On-Demand ([Register](#))

The IMB program trains medical providers on how to provide preventative oral health services to Medicaid-insured children from tooth eruption to age 3 ½ (42 months). The goals of the program include preventing and reducing early childhood tooth decay and increasing referral of high-risk children to a dental home. This training is required before being permitted to receive reimbursement for IMB services. CEs are not available for this training.

Partners Hand Washing and Personal Protective Equipment (PPE)

On-Demand ([Register](#))

Participants will gain an understanding of infection control using PPE and frequent handwashing. CEs are not available for this training.

Partners Infection Control: Home Care Settings

On-Demand ([Register](#))

Participants will gain an understanding of infection control in the home care setting, which includes learning ways infections are transmitted, standard precautions and how to teach members about infection control procedures. CEs are not available for this training.

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Partners Infection Control: Community Care Settings

On-Demand ([Register](#))

Participants will gain an understanding of infection control in the community care setting, which includes learning ways infections are transmitted, standard precautions and how to teach members about infection control procedures. CEs are not available for this training.

Prevention and Population Health Management

On-Demand ([Register](#))

Partners takes a population-based approach to improve the overall health of Medicaid members and State-funded recipients and collaborates with community partners on targeted initiatives. In this training, you will learn about: Partners Prevention and Population Health Core Philosophies, Program Goals, Partners Prevention and Population Health Approach, Provider Level Interventions and Partners Prevention and Population Health Programs Overview of Provider Expectations. CEs are not available for this training.

Provider Training-Live Virtual and/or Pre-recorded

ProAuth Demonstration June 2023

On Demand ([Register](#))

This on-demand video is designed to offer providers an overview of the features of Partners' ProAuth system to enter and manage authorizations. Be sure to download the attached pdf for Submitting Prior Auth Requests once you log into the webinar. CEs are not available for this training.

Community Support Team (CST) Service Definition Training

On Demand ([Register](#))

Community Support Team (CST) is a behavioral health support service designed to help people experiencing severe mental illness develop recovery and resiliency-oriented skills. This webinar meets the requirement of three hours of CST Service Definition Training. Registrants will view a previously recorded training that includes two 10-minute breaks. To receive a training certificate, registrants will need to view the full webinar and pass a 10-question quiz with a score of 80% or greater. 3 contact hours are available for this training.

Employer of Record (EOR) Webinar

On Demand ([Register](#))

This webinar provides an overview of Employer of Record (EOR) areas of importance including, monitoring processes, post payment reviews, documentation, staff qualifications, monitoring results, and Quality Management Monitoring Unit contact information. CEs are not available for this training.

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Health Disparities: A Tribal Perspective

On-Demand ([Register](#))

Addressing Health Disparities Among Marginalized Populations: A Tribal Perspective On-Demand Webinar will review predominant health disparities among tribal members, describe the factors that create health disparities, describe the role that Medicaid Transformation can provide in addressing health disparities, review the Indian Health services eligibility, and review the concepts of cultural humility in supporting tribal communities. CEs are not available for this training.

Connecting Community Support Team and Permanent Supportive Housing (CST-PSH) Training

Nov. 27, 28, 29, and 30, 2023, 8:30 a.m.-12:30 p.m. ([Register](#)) FULL

Join Partners' Training Resource and Collaborative (TRAC) for CST-PSH training, an evidence-based model for ongoing tenancy support services required for CST providers. This training will support any provider by improving their understanding and practice of the PSH model. Experienced and certified PSH trainers from the Technical Assistance Collaborative (TAC) have created the training. Trained Partners staff will facilitate these sessions. This is an interactive training, and attendees are expected to participate fully (audio and visual required). All sessions must be completed to receive credit for the training. No partial credit is given.

This event is approved for 15 NBCC hours. Partners is an NBCC Approved Continuing Education Provider, ACEP No. 6932. Programs that do not qualify for NBCC credit are clearly identified. Partners is solely responsible for all aspects of the programs. If you need accommodation to attend this training, please email training@partnersbhm.org.

Partners Provider Council

Dec. 1, 2023, 9:30 a.m.* ([Register](#))

The Partners' Provider Council is a professional representative of and advocate for all service providers in the Partners' service area. The Council facilitates an open exchange of ideas and brings forward concerns and solutions while promoting collaboration and mutual accountability among providers. Meetings are held on the fourth Friday of the month. An intellectual and developmental disabilities (I/DD)/Innovations Provider Breakout Session will immediately follow this meeting. **The November 2023 meeting will be held on Dec. 1, 2023.*

Motivational Interviewing Training

Dec. 5 and 6, 2023, 9 a.m.-4:30 p.m. ([Register](#))

Join Partners Training Resource and Collaborative for this two-day training that will cover the fundamentals of Motivational Interviewing (MI). This training will be facilitated by MINT trainer, Peter Rives, and meets NC service definition requirements.

This is a virtual live event which will be held on Tuesday and Wednesday, December 5 and 6 from 9 a.m.-4:30 p.m. You must attend both full sessions to receive credit. No partial credit will be given. CEs will not be given without visibility on camera. Driving is not permitted during Partners trainings.

This event is approved for 13 NBCC hours. Partners has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6932. Programs that do not qualify for NBCC credit are clearly identified. Partners

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is solely responsible for all aspects of the programs. If you need accommodations to attend this training, please email training@partnersbhm.org.

Temple University Collaborative 2023 Training Series

Fundamentals of Community Inclusion, Part 2

Dec. 7, 2023, 12 p.m.-1 p.m. ([Register](#))

Partners is hosting the Temple University Collaborative on Community Inclusion, which is a national research and training center that focuses on the importance of promoting opportunities for people with serious mental illnesses to participate in their communities (e.g., work, school, dating, parenting, engagement in faith communities, leisure and recreation, volunteering, friendships) as critical to their physical, cognitive and mental health and wellness. They will be offering the final session in a series of trainings on topics supporting community inclusion and participation on Dec. 7, 2023.

Fundamentals of Community Inclusion Part 1 & 2

These sessions will provide attendees with knowledge about the fundamental beliefs and practices that are required for making community inclusion a reality for people with serious mental illnesses.

Presenter: Mark Salzer, Ph.D. is a psychologist and Professor of Social and Behavioral Sciences in the College of Public Health at Temple University. He is also the Principal Investigator and Director of the Temple University Collaborative on Community Inclusion of Individuals with Psychiatric Disabilities, a rehabilitation research and training center that has been funded by the National Institute on Disability, Independent Living and Rehabilitation Research since 2003. He has provided training and technical assistance to hundreds of agencies around the world and has worked with the state of North Carolina around the promotion of community inclusion since 2017.

Please mark your calendars after registering. Reach out to training@partnersbhm.org if you have any questions. No CEs are available for these courses.

Partners Provider Forum – Quarterly

Dec. 13, 2023, 1 p.m.-3 p.m. ([Register](#))

Partners quarterly updates and vital information is shared with providers. Please click on the register button to register for this virtual live event.

LTCS Collaborative

Dec. 14, 2023, 10 a.m.-11:30 a.m. ([Register](#))

The LTCS Collaborative is a monthly meeting that is held the second Thursday of each month to discuss operationalizing Partners' Medicaid In-Lieu of Service – Long-Term Community Supports (LTCS). The Collaborative will discuss barriers to accessing the service for potentially eligible members and ensuring continuity and quality of the service the member receives.

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Latinx Trauma Informed Webinar

Dec. 14, 2023, 2 p.m.-4 p.m. ([Register](#))

Partners Health Management is hosting a webinar featuring Carolina Abello, MA, LCAS, CCS. Abello will discuss our Latinx communities. Immigration, discrimination and acculturation-related trauma issues will be presented to better our understanding of cultural nuances and the need for trauma-informed care in the Spanish speaking communities.

Presenter: Carolina Abello, MA, LCAS, CCS serves as a manager in the PartnersACCESS Call Center. Throughout her career, she has stayed immersed in her native Latino background in combination with her European education as a native from Argentina. Her professional focus includes clinical counseling and management, call center operations, cultural sensitivity and health equity, Latino chemical dependency treatment, law enforcement academy cadets training and domestic violence and substance use instruction within the criminal justice system.

This webinar is for Network Provider leadership and staff, Community Stakeholders, Advocacy Organizations, etc. (max registration: 300).

Person Centered Thinking (PCT) 3-Day Training

Dec. 19, 20 and 21, 2023, 1 p.m.- 5 p.m. ([Register](#))

Person Centered Thinking (PCT) is a foundational and philosophical framework for those involved in supporting people with disabilities. This activity-filled, two-day training consists of applied stories, guided exercises, group work and discussion.

This approved National Learning Community Curriculum meets the requirements of NC service definitions for 12 contact hours. NBCC Credit is not available. You must have audio/video access and be visible on camera.

Driving is not permitted during Partners trainings. If you need accommodations, email training@partnersbhm.org.

CBT Foundations

Dec. 19 and 21, 2023, 9 a.m.-12:15 p.m. ([Register](#))

Trainer: Eric Ottinger.

Cognitive Behavioral Therapy (CBT) is an evidenced-based practice focusing on challenging and changing unhelpful cognitive distortions and behavior, improving emotional regulation and the development of personal coping strategies that target resolving current problems.

This virtual live training will take place on Tuesday and Thursday, Dec. 19 and 21, 2023, from 9 a.m.-12:15 p.m., utilizing the same training link on both days. Participants will have to be present with audio and visual capabilities and must be visible on camera for both sessions to receive credit. No Partial credit will be given.

NBCC and NCSAPPB approved for up to 6 hours.

Partners has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6932. Programs that do not qualify for NBCC credit are clearly identified. Partners is solely responsible for all aspects of the programs. If you need accommodation to participate in the training, please email training@partnersbhm.org.

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CBT Learning Community

Dec. 20, 2023, 2 p.m.-3:30 p.m. ([Register](#))

Join like-minded providers in a learning community to explore skills, concepts, case studies and expand your own techniques. This learning community will you learn practical ways to use evidence-based practices in your day-to-day work with members.

What do we do in this learning community: self-care, reduce burnout, professional growth, connection to a community, explore evidence-based practices, gain a sense of mastery, invest in your own emotional bank account, improve in quality of care delivered and learn and practice skills that are reimbursable.

NBCC CEs are not available for this session; however, 1.5 contact hours will be provided, and participation in this learning community meets continuing education requirements of certain service definitions. You must have audio/video access and be visible on camera during the session. Driving is not permitted during Partners trainings/events. If you need accommodations to participate in the session, please email training@partnersbhm.org.

Provider DEI Collaborative – Quarterly

Jan. 11, 2024, 2 p.m.-3 p.m. ([Register](#))

Apr. 11, 2024, 2 p.m.-3 p.m. ([Register](#))

The purpose of this quarterly collaborative facilitated by Vickie Smith is to bring awareness and increase conversations related to the topics of diversity, equity and inclusion related to our provider network.

Providers, we would like your participation in this collaborative! Your perspective is vital for health equity initiatives for the members we serve.

The goal of the DEI Provider Collaborative is to ensure that providers have access to the needed resources to serve members through the lens of ensuring diversity, equity, and inclusion. Another goal of the DEI Provider Collaborative is fostering better outcomes and improving quality of life for members. To achieve these goals, we must know and understand the different populations we serve.

As we transition to whole person integrated care of our members, it is important that we create actionable strategies to address members' behavioral, physical and pharmacy care. Consistent provider engagement in these discussions is critical to members' overall quality of care.

Please register here or on the Partners TRAC page at partnerstraining.org, and let's get to work!

Crisis Response Training

Jan. 30, 2024, 9 a.m.-12:15 p.m. ([Register](#))

Crisis Response Training is a 3-hour live virtual interactive class reviewing best practices, requirements and strategies for providers. Instruction covers content for before, during and after crisis episodes.

This event will be held on Tuesday, January 30 from 9am-12:15pm. You must attend the full session and be visible on video to receive credit. No partial credit will be given. NBCC Credits are not available for this course.

If you need accommodation to participate in this training, email training@partnersbhm.org.

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Provider Open House

Feb. 1, 2024, 9 a.m.-10 a.m. ([Register](#))

The Provider Open House is a virtual event that occurs the first Thursday of each month from 9 a.m.-10 a.m. and is open to new and existing providers in the Partners Health Management network. You can enter questions in the question/comment box during registration.

The Provider Open House begins promptly at 9 a.m. and is staffed by all the usual department representatives ready to respond to your questions. We ask that you use our Zoom Registration process in advance of the open house and add your question(s) directly into the Zoom Questions and Comments box. This effort on your part will help us better help you. Questions are welcome during the open house. You may place them in the chat box upon entering the Zoom meeting. Our intention is to address your questions or concerns in a private one-on-one breakout room, and we understand that your question may require further follow-up.

In addition, providers with state-funding contracts are encouraged to attend the Provider Open House. The Eligibility and Enrollment department can provide one-on-one training in a breakout room regarding state benefit recipient enrollment training. We look forward to your participation.

If you need accommodations to participate in the Provider Open House, email training@partnersbhm.org.

Community Training

All Trainings are Virtual via Zoom and are two hours unless otherwise specified. Participants may not be admitted to the training if joining more than 15 minutes after training begins. Effective Aug. 1, 2023, participants who request a certificate will need to be on-camera during the training.

For more information contact: Amber Matthews, amatthews@partnersbhm.org.

Community Resilience Model®

Nov. 17, 2023, 10 a.m.-12 p.m. ([Register](#))

Dec. 19, 2023, 2 p.m.-4 p.m. ([Register](#))

The Community Resilience Model® teaches participants about the impact of trauma and chronic stress on the nervous system, behavior, and long-term health. Participants learn how to reset the nervous system with easy to learn, concrete coping skills. One of the goals of CRM is to create trauma-informed and resilient communities.

Partners Community Café

Nov. 22, 2023, 10 a.m.-11 a.m. ([Register](#))

Partners Community Café is held on the fourth Wednesday of each month. The topic for November's Community Café is Care Management and will discuss the Standard Plan, Tailored Plan and how Care Management is an important part of healthcare. Guest speaker Tammy Guess, MHSU Care Management Supervisor, will discuss different options for Care Management.

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QPR (Question Persuade Refer) Suicide Prevention

Nov. 28, 2023, 10 a.m.-12 p.m. ([Register](#))

Dec. 4, 2023, 2 p.m.-4 p.m. ([Register](#))

Dec. 20, 2023, 10 a.m.-12 p.m. ([Register](#))

Many have experienced recent losses. The risk of suicide is still high. This evidence-based training teaches the skills to intervene in a suicide crisis. ****The maximum number of people allowed to participate in a virtual QPR training at one time is 30; registration is on a first come first served basis.**

Human Trafficking: Keeping Our Children Safe

Nov. 29, 2023, 10 a.m.-12 p.m. ([Register](#))

Dec. 7, 2023, 2 p.m.-4 p.m. ([Register](#))

Human Trafficking is a global problem, even in the United States. Children may be susceptible to online predators. Learn about trafficking around the world and some ideas about how to keep our children safe.

Domestic Violence: How to Help

Nov. 30, 2023, 10 a.m.-12 p.m. ([Register](#))

Dec. 6, 2023, 2 p.m.-4 p.m. ([Register](#))

Many of us are at home more than usual and the risk of domestic violence is high. Learn how to spot the warning signs of domestic violence and how to help someone in a violent situation.

Darkness to Light

Dec. 5, 2023, 10 a.m.-12 p.m. ([Register](#))

This training provides education about child sexual abuse and the steps you can take to prevent and report child sexual abuse. Seats are limited. Please register early.

Stress Management

Dec. 8, 2023, 2 p.m.-4 p.m. ([Register](#))

We're all stressed! Many of us are balancing jobs, school, family, finances and more. Let's get together and talk about ways we can manage our stress and have a little fun.

Trauma Informed Care

Dec. 12, 2023, 10 a.m.-12 p.m. ([Register](#))

Let's look at how our behavior affects others with trauma history. What are some simple changes we can make using what we know about trauma?

Partners Member Café

Dec. 12, 2023, 1 p.m.-2 p.m. ([Register](#))

Partners Member Café is held the second Tuesday of each month. November's topic is Smoking/Vaping Tobacco

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Cessation. Our guest speakers are Virginia Fagg Crespín M.Ed. Substance Use Prevention & Education Program Coordinator Behavioral Health Department with Cabarrus Health Alliance; Delton Russell, Population Health Recovery Specialist, Partners Health Management; Shelby Holland, Community Engagement Tribal Liaison, Partners Health Management.

Non-Suicidal Self Injury

Dec. 13, 2023, 10 a.m.-2 p.m. ([Register](#))

Learn about NSSI, what causes people to injure themselves, and some ideas about what we can do when we encounter someone who self-injures.

Eating Behaviors and Impact on Mental Health

Dec. 14, 2023, 10 a.m.-12 p.m. ([Register](#))

Join us for an insightful training on the intricate relationship between eating behaviors and mental health. This interactive training will explore how our dietary choices and habits can profoundly influence our mental well-being, emphasizing the crucial connection between nutrition and mental health.

Understanding Grief

Dec. 15, 2023, 10 a.m.-12 p.m. ([Register](#))

Are you experiencing grief or do you know someone who is grieving? In this training, you will learn about the various causes, phases and other information related to the grieving process.

Introduction to Trauma and Resilience

Dec. 18, 2023, 2 p.m.-4 p.m. ([Register](#))

Most of us have experienced trauma at some time. This can have a lasting effect on our learning, behavior and health. Learn about trauma and how to address the effects as well as how to develop resilience.

Mental Health 101

Dec. 21, 2023, 10 a.m.-2 p.m. ([Register](#))

In this two-hour training, learn about some of the more common behavioral health disorders. The class includes information about treatment and what to do in a crisis.

In-Person Trainings

Adult Mental Health First Aid – Forsyth County

Dec. 1, 2023, 9:30 a.m.-5 p.m.

Mental Health First Aid (MHFA) teaches you how to give initial aid to someone who may be developing a mental

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health or substance use problem or experiencing a crisis. Like CPR, MHFA helps you provide an intervention to get someone the care they need.

The eight-hour course teaches you how to identify, understand and respond to the signs of mental illnesses and substance use disorders. The program also teaches the common risk factors and warning signs of specific types of illnesses, like anxiety, depression, bipolar disorder, eating disorders and schizophrenia. This class is for people who live, work or volunteer in Forsyth County.

Forsyth County Public Library – Clemmons Branch
6365 James St.
Clemmons, NC 27012

Register by emailing to CEtraining@partnersbhm.org.

Additional Events and Training

Hickory Brain Injury Support Group

Nov. 28, 2023, 6 p.m.-7:15 p.m.

Connect with survivors, families, and professionals. Meetings offer help, hope, and education, so you can live a happy and successful life after brain injury. This group meets on the fourth Tuesday of most months from 6 to 7:15 p.m. in the Community Room at First United Methodist Church, 311 3rd Ave NE, Hickory NC 28601. Times and locations sometimes vary. Meetings may occur online if there is a COVID-19 surge.

For more information, contact Travis Glass at 828-781-0778 or travis@crossroadscounseling.org. Also check facebook.com/HickoryBISG. Each meeting will be followed by 15 to 30 minutes of mindfulness awareness education and practice.

Disability Support Professional Training: Mount Eagle College and University is now offering Disability Support Professionals (DSPs) the opportunity to earn national certification in their field through an accredited curriculum instructed by individuals with lived experience. To learn more about the program, please email mjames@mount eag.com or visit <https://mount eag.com/contact/> to submit a contact form.

Partners Community Collaboratives: Partners sponsors a monthly community collaborative in each of the counties in the service region.

Community Collaborative groups consist of representatives from local government agencies, community organizations, and service providers, as well as individuals, families and advocates who work together in a specific community to identify and solve problems for children, adolescents, adults and families struggling with mental health and substance use.

Together, group members:

- Identify gaps in services
- Partner with agencies and families

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- Develop helpful resources
- Assist providers and families with issues related to services
- Ensure access to quality services

Currently, all collaboratives are meeting virtually. If you are interested in learning more about a group or attending, please email [Partners Community Engagement](#).

Select a county below to go to the associated collaborative information:

- | | | |
|-----------------------------|------------------------------|--------------------------|
| – Burke | – Forsyth | – Stanly |
| – Cabarrus | – Gaston | – Surry |
| – Catawba | – Iredell | – Union |
| – Cleveland | – Lincoln | – Yadkin |
| – Davie | – Rutherford | |